Reopening an Adoption Assistance Agreement Ended in Error

Note: Assignment to the case is needed in order to reopen an Agreement.

Note: The reopen function described in this guide applies to both Adoption Assistance and Private Adoption Assistance Agreements.

Introduction

An Adoption Assistance Agreement can be reopened when the agreement is ended in error and associated service closed. The reopen function opens the agreement, service, and amendment (if applicable) with the same information; no information is changed in this process. An Amended Agreement will only be reopened if one was open at the time the agreement was terminated.

Related User Guides

Adoption Assistance Amended Agreement

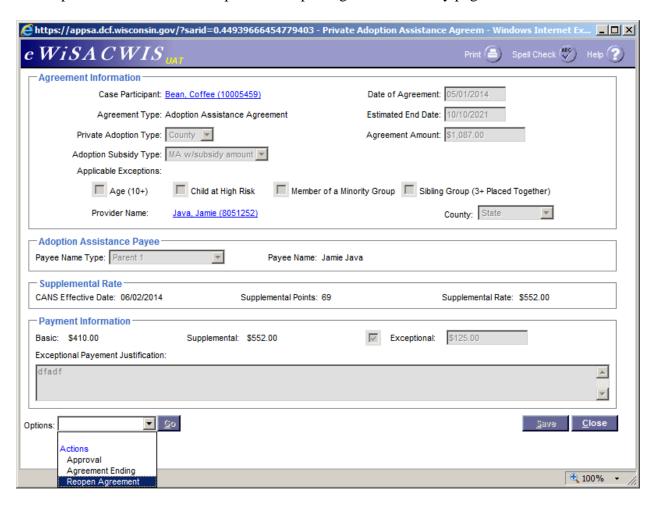
Reopening the Agreement and Service

1. Locate the closed Adoption Assistance Agreement on the case outliner. Click the hyperlink to launch the agreement.



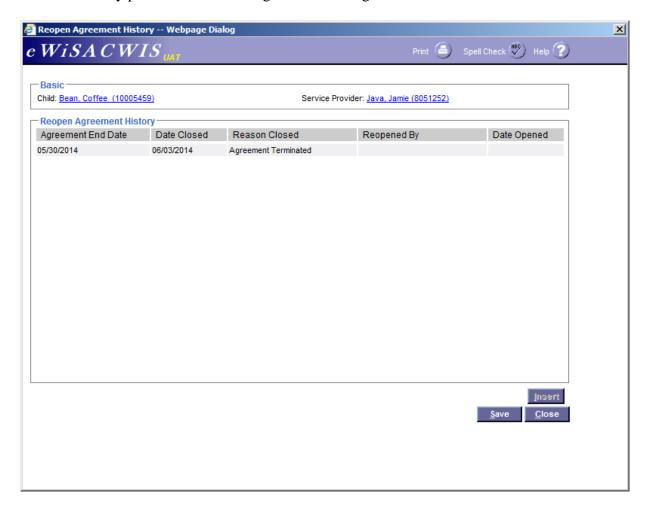
November 2016

2. On the Adoption Assistance Agreement page, select 'Reopen Agreement' from the Options drop-down and click Go to open the Reopen Agreement History page.



November 2016 2

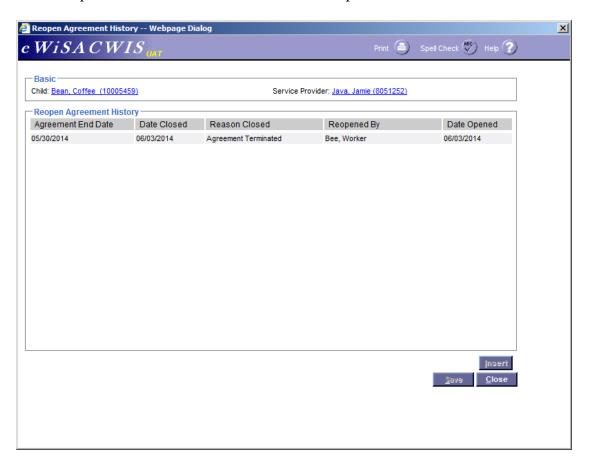
3. The Reopen Agreement History page displays any previous reopening of the agreement. Click Insert to add a new row. The Agreement End Date, Date Closed, and Reason Closed will automatically prefill from the last agreement ending. Click Save.



4. The following message will then display: "Saving this page will reopen the agreement, service, and amendment if one was open at the time of agreement closure. Do you wish to continue?" Clicking Yes automatically reopens the Agreement, Service, and Amendment (if applicable), closes the message, and refreshes the Reopen Agreement History page.

November 2016 3

5. The name of the worker reopening the agreement prefills under Reopened By and today's date under Date Opened. Click Close to return to the desktop.



6. To view changes, refresh the desktop. The agreement and service (and Amendment if applicable) are now open.



November 2016